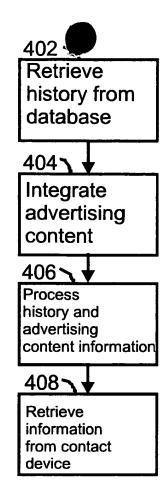


Fig. 3





IHello Mr. Jones
What would you like to do?

Review my account Learn about materials similar to my recent purchases]

Learn about new bestsellers 504C
Search for titles 1504D
Browse content 504E

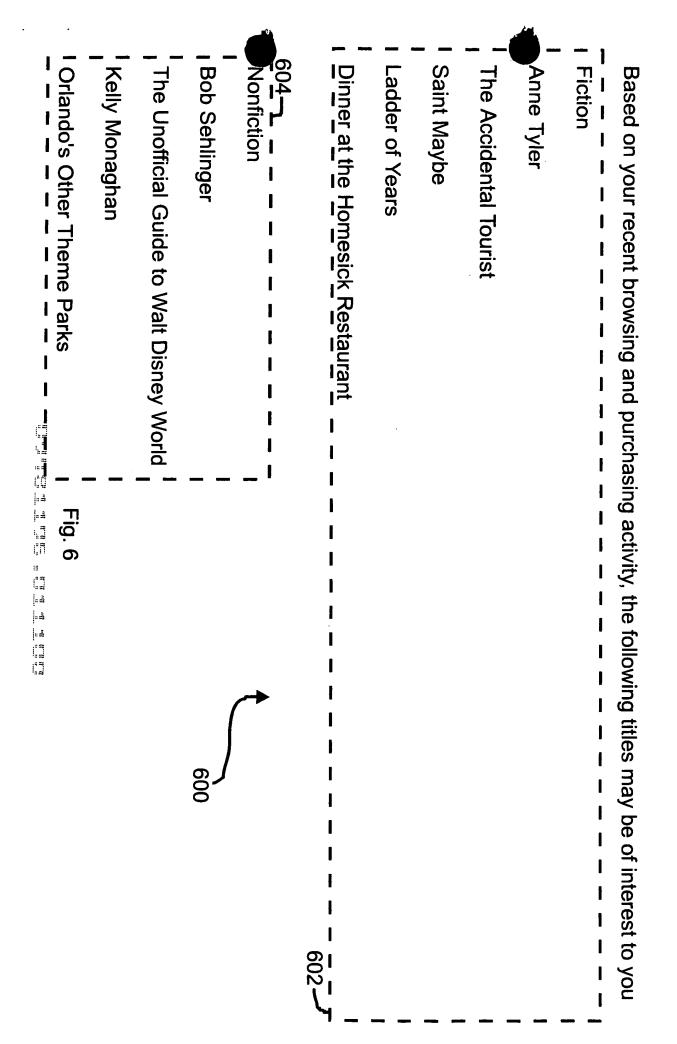
Tonline Help 1504G
Help Desk Conference 1504H

Complete Surveys 504F

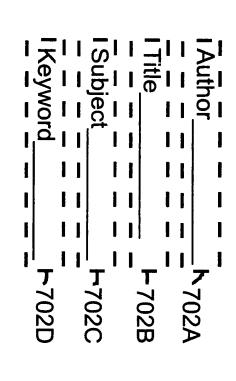
Review specials 5041
Online diversions 1504J



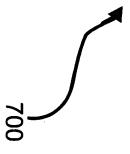
Hello Mr. Jones Reviewing suggestions

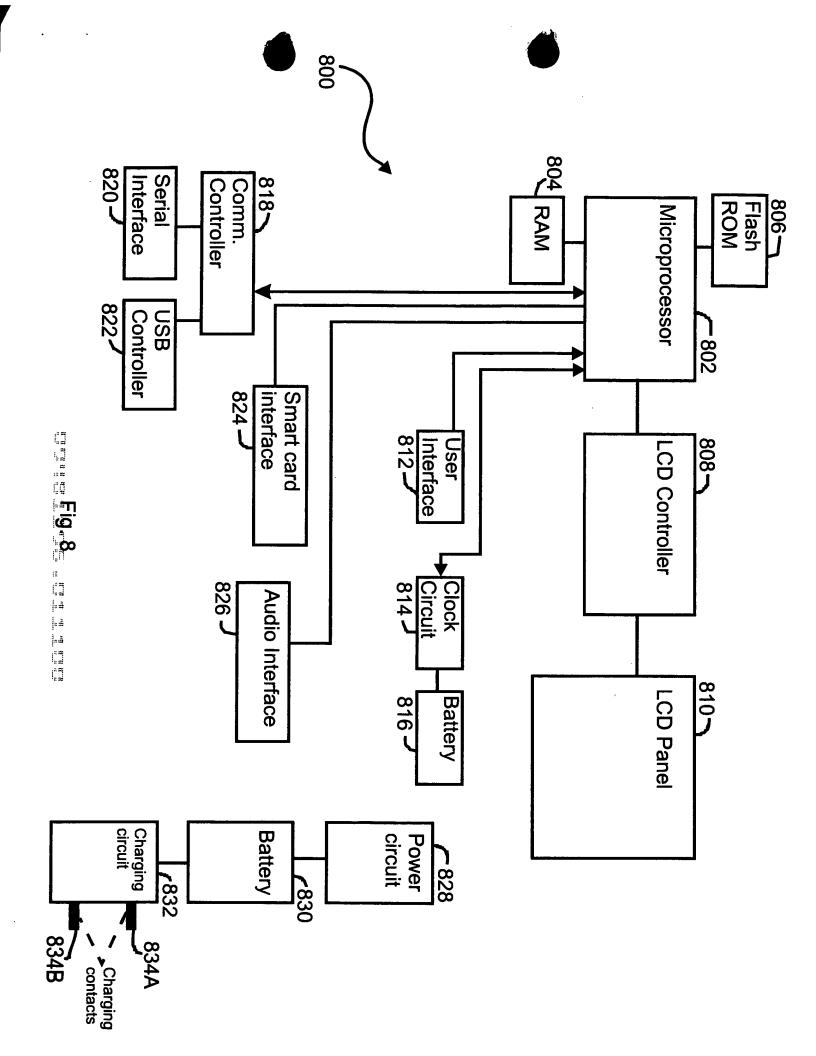


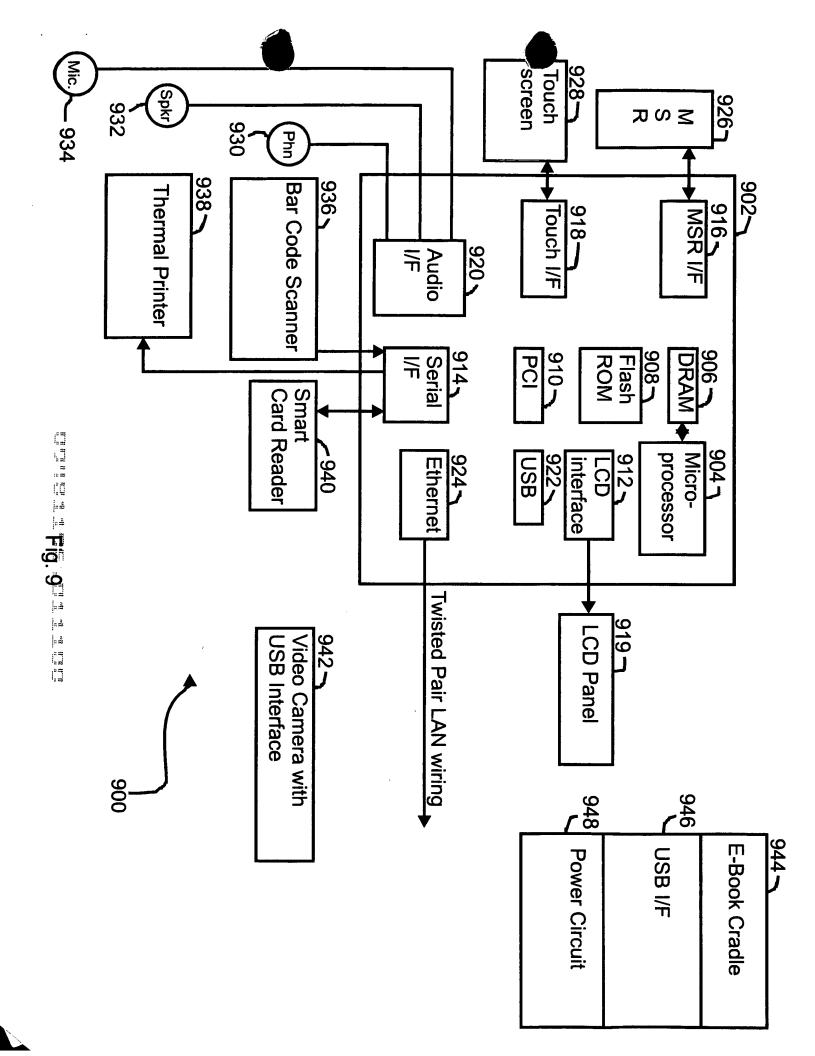
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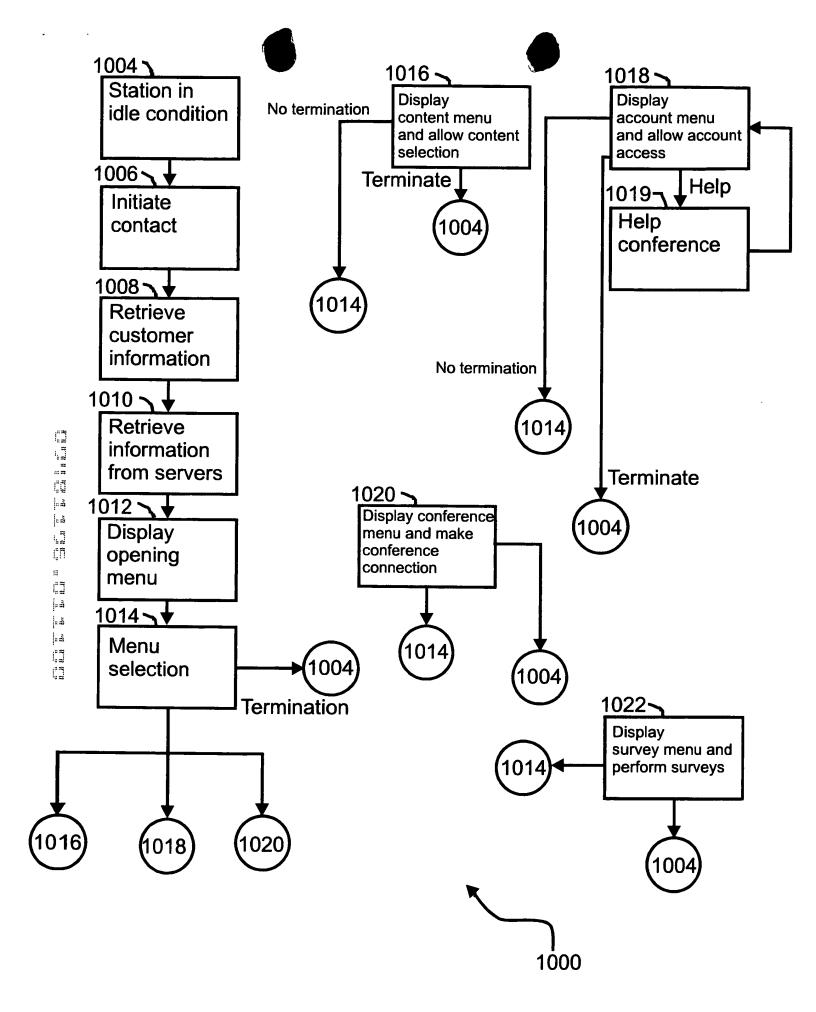


Fig. 10

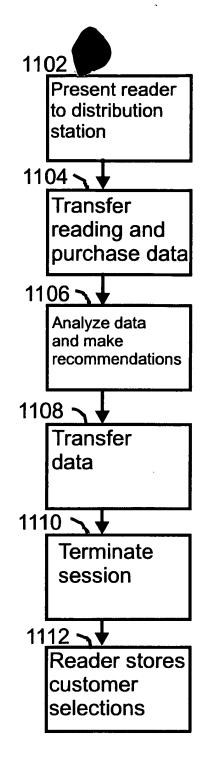


Fig. 11